



Position	Telesales Consultant
Responsible To	Business Development Manager
Location	Poundbury (and all other locations as requested)

Main Purpose of Role

To maintain and develop a high level of customer care to existing key accounts, and generate new business from warm and cold leads. To assist with the administration of the Marketing team supporting all their activities as required and also to provide quotes to clients and introducers as required and convert these into firm instructions for the business.

Key Tasks

- To provide a friendly, knowledgeable and professional service to our clients & introducers through telephone contact and e-mail correspondence
- The continuing contact with existing and new introducers to ensure continued satisfaction with our service and a continued flow of referrals.
- Target driven you will be required to generate your own leads, and also follow up leads through our data base
- Primarily customer focused you will be required to identify new leads, make introduction calls & where required make appointments for the sales team to visit potential new users
- To be responsible for the up to date and accurate inputting of information on all the relevant marketing systems including but not limited to the CRM system, Lawxchange, Excel Sheets, Solcase and other case management systems
- To provide quotations to clients & introducers and to convert into firm instructions to ultimately win the work
- To provide information and statistical reports as required
- To assist with the administration involved in business development to include the upkeep of template documents to ensure consistency and accuracy in letters and other documents produced by the department
- To assist with the production of advertising materials & marketing in general
- Identifying and reporting any issues raised with our service to the Sales & Marketing Manager
- Planning and organising the sales team's calendars as and when required.
- To have a thorough understanding of the firms case tracking system & other third party websites
- To ensure compliance with the Solicitors code of conduct & in particular how it relates to referrals. Any issues that arise in this regard should be immediately reported to your line manager in the first instance & in his/her absence a Director
- To provide general assistance to and in the absence of other team members.

**This job description details the main responsibilities of the post holder.
As circumstances change, they may be amended to reflect new requirements of
the post but levels of responsibility and the nature of duties will remain consistent.**

**If you would like to apply for this role please forward
covering letter and cv to careers@bplaw.co.uk**

Business Development Executive

Person Specification

Attributes	Essential	Desirable	How Identified
A Experience	1. Minimum of 1 years experience working in customer service role 4. Ability to increase sales 5. Good knowledge of excel, Microsoft word & Outlook	2. At least 1 years experience in a target driven environment 3. Experience in cold calling 6. Experience of inputting information/producing reports using computerised data system (exel) 7. Understanding of the conveyancing process &/or industry	Application form & interview Application form & interview Application form & interview Application form & interview Application form & interview Application form & interview Application form & interview
B Knowledge & training	1. Effective verbal communication skills 3. Financial Awareness	2. Ability to communicate clearly in writing 4. Understanding of the Solicitors code of conduct in particular in relation to referrals 5. Knowledge of case management system	Assessed throughout Interview Application form Application form & interview Application form & interview
C Qualifications	1. Minimum of 3 O Levels/ GCSE's grades A – C		Certificates
D Physical	1. Confident approach.	2. Smart appearance & manner	Appearance & manner at interview
E Attitude and other skills	1. Positive and enthusiastic attitude. 2. Attention to detail 3. Organised, can do approach 4. Ability to communicate at all levels. 5. Prioritise effectively and meet deadlines. 6. Customer focused. 7. Flexible approach		Assessed at Interview Application Form Interview Assessed at Interview Application form and interview Application form and interview interview

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